

The Department of Buildings FY2023

Agency The Department of Buildings

Agency Code CU0

Fiscal Year 2023

Mission

The Department of Buildings (DOB) protects the safety of residents, businesses, and visitors and advance development of the built environment through permitting, inspections, and code enforcement.

Strategic Objectives

Objective Number	Strategic Objective
1	Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia.
2	Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing.
3	Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia.
4	Create and maintain a highly efficient, transparent, and responsive District government.

Key Performance Indicators (KPIs)

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
1 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (5 Measures)					
Percent of Project Dox permit applications that are reviewed by the Department of Buildings (DOB) within 25 business days of acceptance by the agency	Up is Better	97.9%	98.6%	90%	90%
Percent of standard building plat requests completed within 3 business days	Up is Better	93.9%	96.2%	85%	85%
Percent of Project Dox permit application re-reviews that are reviewed by the Department of Buildings (DOB) within 15 business days of acceptance by agency	Up is Better	91.4%	96.4%	90%	90%
Percentage of Solar Permits that are reviewed within 10 calendar days	Up is Better	77.8%	97.6%	90%	90%
Percent of Permit applications that are reviewed by PRC within 2 business days	Up is Better	97.7%	97.2%	90%	90%
2 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (4 Measures)					
Percent of Vacant Building Unit initial inspections completed within 30 business days from date of complaint submission	Up is Better	97.7%	99.5%	85%	85%
Percent of exempted properties that are reinspected within 90 calendar days of receiving exempt status	Up is Better	97.1%	97.6%	90%	90%
Percent of Notices of Infraction related customer inquiries that are resolved in one interaction with the Department of Buildings (DOB) staff	Up is Better	94.1%	96.3%	80%	80%
Number vacant properties returned to productive use	Up is Better	New in 2023	New in 2023	New in 2023	150
3 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (4 Measures)					
Percent of Property Maintenance (Housing) inspections that are completed within 15 business days from date of request	Up is Better	96.7%	98.4%	80%	80%
Percent of construction inspections completed on date identified when scheduled	Up is Better	92.9%	93%	90%	90%
Percent of Property Maintenance (Housing) Notices of Infraction (NOI) that are initiated within 2 business days following inspections where violations were observed.	Up is Better	97.2%	98.2%	90%	90%
Number of housing code violation(s) abated by property owners or DOB	Up is Better	New in 2023	New in 2023	New in 2023	4500
4 - Create and maintain a highly efficient, transparent, and responsive District government. (2 Measures)					
Percent of non-FOIA Records requests completed within 5 business days from date of receipt	Up is Better	New in 2023	New in 2023	New in 2023	85%

Measure	Directionality	FY 2020 Actual	FY 2021 Actual	FY 2022 Target	FY 2023 Target
Percent of Customer Relationship Management (CRM) cases that are resolved within 3 business days from date of receipt by the agency	Up is Better	New in 2023	New in 2023	New in 2023	95%

Operations

Operations Title	Operations Description	Type of Operations
1 - Provide accurate, thorough and efficient plan reviews, within the specified timeframes, to effectively issue permits to the residents and project developers of the District of Columbia. (1 Activity)		
Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections	Conducts technical building plan reviews for approval and issues building permits. Manages and coordinates revisions to the District's building and trade codes. Inspects commercial buildings, manages permit-related inspection requests, issues citations for violations of the District's building codes and zoning regulations to correct violations, and conducts building and structure assessments for emergency and disaster response. Regulates construction in the District of Columbia that falls under the regulations of green codes including the Green Building Act, Green Construction Code, and Energy Conservation Code. Produces and maintains legal records of all land plats and subdivisions of private and District government property within the District of Columbia. Contracts authorized nongovernmental persons or entities to perform inspections and plan reviews to certify that work complies with the District of Columbia Construction Codes. This includes Program Codes (2010, 2020, 2030, 2040, 2050, 2060).	Daily Service
2 - Provide effective enforcement of vacant and blighted properties, thereby encouraging increased housing stock for productive use, including affordable housing. (1 Activity)		
Code Enforcement, Civil Infractions & Fine Assessment	Develops and implements enforcement strategies and procedures. Processes all civil infractions with the Office of Administrative Hearings, collects fines, and places property liens on unpaid fines. This includes Program Codes (4010, 4020).	Daily Service
3 - Provide thorough and efficient property maintenance and construction inspections, within the specified timeframes, to preserve safety and development in the District of Columbia. (1 Activity)		
Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation	Registers vacant properties in the District of Columbia, processes requests for vacant property tax exemptions, and inspects designated vacant and blighted properties. Inspects residential properties and issues citations of housing code violations. Abates numerous housing and building code violations, processes abatement contracts, and collects unpaid abatement costs. This includes Program Codes (3010, 3020, 3030).	Daily Service
4 - Create and maintain a highly efficient, transparent, and responsive District government. (3 Activities)		
Personnel, Training and Employee Development, Contracting and Procurement, Property Management, Information Technology, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit	Responsible for providing administrative support and the required tools to achieve operational and programmatic results. This includes Program Codes (1010, 1015, 1020, 1030, 1040, 1060, 1070, 1080, 1085, 1090, 1095).	Daily Service
Zoning Administration	Responsible for administering and determining compliance with the Zoning Regulations. This includes Program Code (5010).	Daily Service
Budget Operations, Accounting Operations	Provides comprehensive and efficient financial management services to, and on behalf of, District agencies so that the financial integrity of the District of Columbia is maintained. This division is standard for all agencies using performance-based budgeting. This includes Program Codes (110F, 120F).	Daily Service

Workload Measures (WMs)

Measure	FY 2020 Actual	FY 2021 Actual
1 - Permitting, Construction Compliance, Building Inspections, Green Building, Surveyor, Third Party Inspections (6 Measures)		
Number of plats prepared	5592	6061
Number of permits issued	54,380	54,229
Number of Sub-Divisions processed	379	378

Measure	FY 2020 Actual	FY 2021 Actual
Number of addresses issued	262	313
Number of plats processed with expedited service	2758	2983
Number of Certificates of Occupancy issued	2509	2767
2 - Code Enforcement, Civil Infractions & Fine Assessment (2 Measures)		
Number of liens issued	957	580
Number of infraction notices issued	3358	5128
3 - Vacant and Blighted Property, Rental Housing Inspections, Housing Rehabilitation (11 Measures)		
Number of proactive inspections conducted	7412	8753
Number of housing inspections conducted	5735	7607
Number of vacant buildings surveyed	6768	7028
Number of inspections conducted	57,286	68,232
Number of vacant lots abated	32	65
Number of illegal constructions inspections conducted	4913	5403
Number of vacant lots inspected	229	419
Number of permit construction inspections conducted	26,442	26,891
Number of quality control inspections performed on third party inspections	1078	1753
Number of conveyances inspections conducted (elevators, man lifts, escalators, dumbwaiters)	68	153
Number of buildings abated	784	1200
4 - Personnel, Training and Employee Development, Contracting and Procurement, Property Management, Information Technology, Legal, Logistics and Fleet Services, Communications, Customer Service & Complaint Resolution, Performance Management, Internal Audit (1 Measure)		
Number of records requests completed by the Records Team	3402	1140